

## Quality policy

The present quality policy has been determined by the management.  
It is an instruction to all levels of the company and is hereby announced to all affected parties.

**We want to maintain permanently and successfully our market position and – where possible – expand.**

**This is only possible when our customers are permanently satisfied with our performance.**

**Therefore, our main principle is to achieve and increase the customer satisfaction. We hereby commit ourselves to fulfill all requirements of our customers, legal and governmental requirements as well as our own requirements.**

**By open and good communication with our customers we want to get to know their requirements and desires. We align our operations accordingly. Before we quote an offer or rather accept an order, we investigate if all requirements are known and satisfiable.**

**Our company provides all necessary resources to fulfill the offered performance and to enable the aspired improvement.**

**We commit ourselves to fulfill legal and agreed requirements of our customers. Therefore, we have carefully planned all processes of our services to achieve the desired results.**

**We choose our deployed subcontractors and corporate partner as well as our suppliers based on whether they can fulfill our requirements. Our requirements are simultaneously their requirements. The relationship is based on partnership, where both parties can be successful.**

**If there appears a mistake despite all necessary diligence, we will admit such fault. We try to identify the reasons and implement arrangements to prevent a reoccurrence. For such procedure we proceed objectively.**

**An essential prerequisite for our business success is the qualification and motivation of our employees. Hence it is a concern to keep the employees informed. The knowledge and skills should be supported and developed by training.**

**Furthermore, we are searching for opportunities to improve our quality system, our service and our company. Thereby all employees should actively contribute.**